

Non NIH Tickets - By Category and Organization

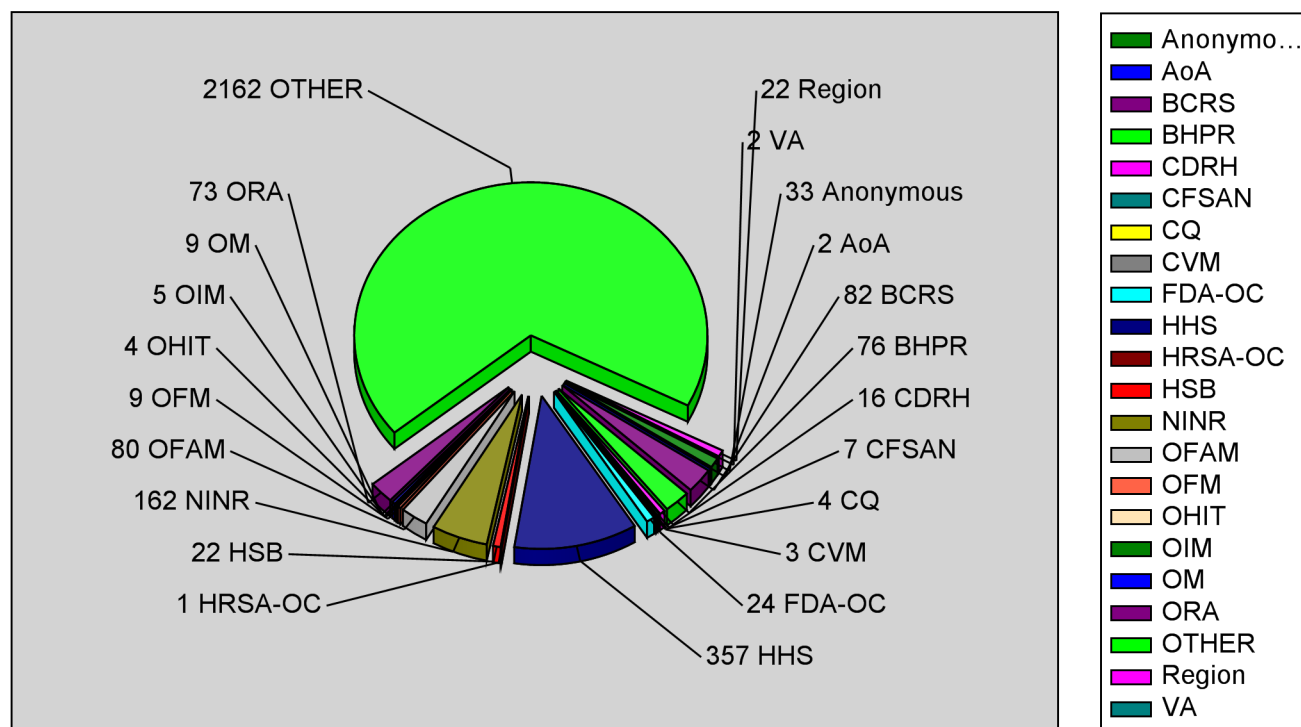


For the period: Sunday, February 01, 2009 12:00:00 AM to Saturday, February 28, 2009 11:59:59 PM

Snapshot Date: 3/1/2009 5:50:05 AM

Total Tickets: 3155

Tickets by Non NIH



Non NIH Tickets - By Category and Organization



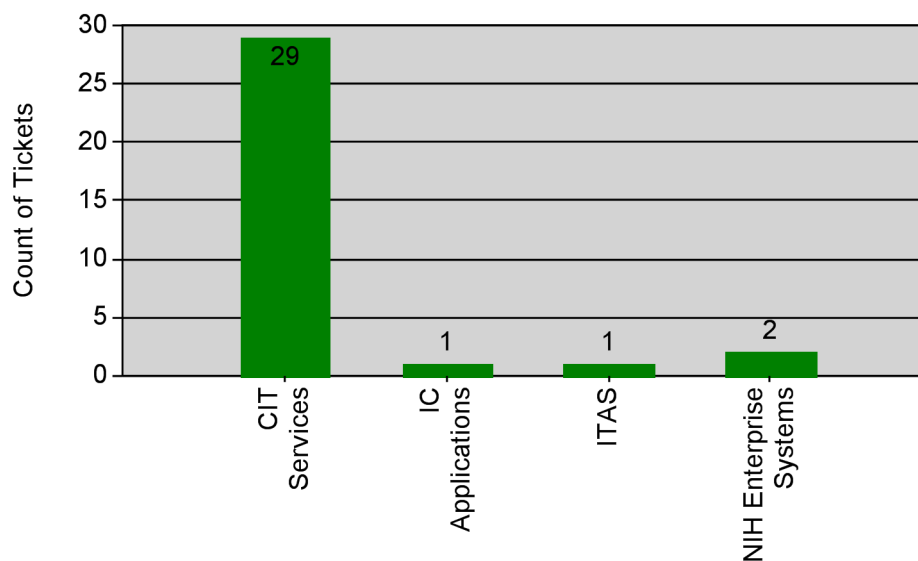
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Tickets By Category Summary

For Anonymous

Total tickets: 33



Anonymous	33
CIT Services	29
Email	1
General Information	28
IC Applications	1
CC Clinical Applications	1
ITAS	1
ITAS	1
NIH Enterprise Systems	2
eRA-External	2

Non NIH Tickets - By Category and Organization



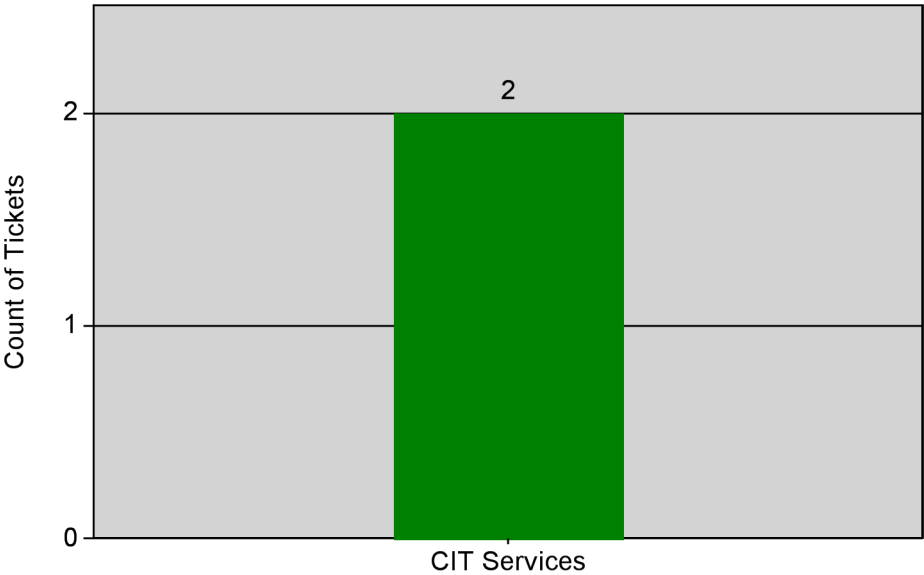
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Tickets By Category Summary

For AoA

Total tickets: 2



AoA	2
CIT Services	2
CIT Categories	2

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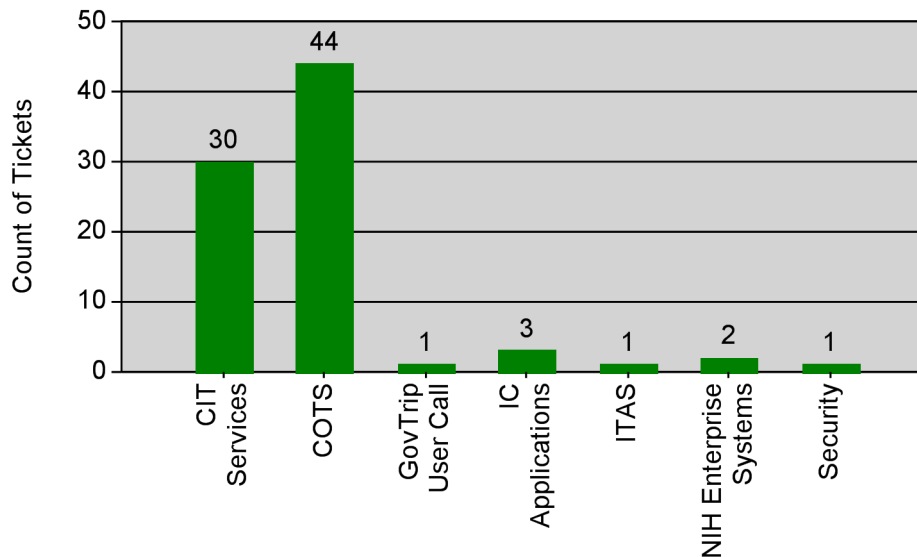
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Tickets By Category Summary

For BCRS

Total tickets: 82



BCRS	82
CIT Services	30
Accounts	10
ASR	1
Back Office Support	7
Email	9
General Information	2
Wireless Services	1
COTS	44
Application Support	25
Hardware	19
GovTrip User Call	1
GovTrip User Call	1
IC Applications	3
CC Clinical Applications	1

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CC Technical Operations	1
Local LAN	1
ITAS	1
ITAS	1
NIH Enterprise Systems	2
NBS-User Call	1
NIH Services	1
Security	1
Security	1

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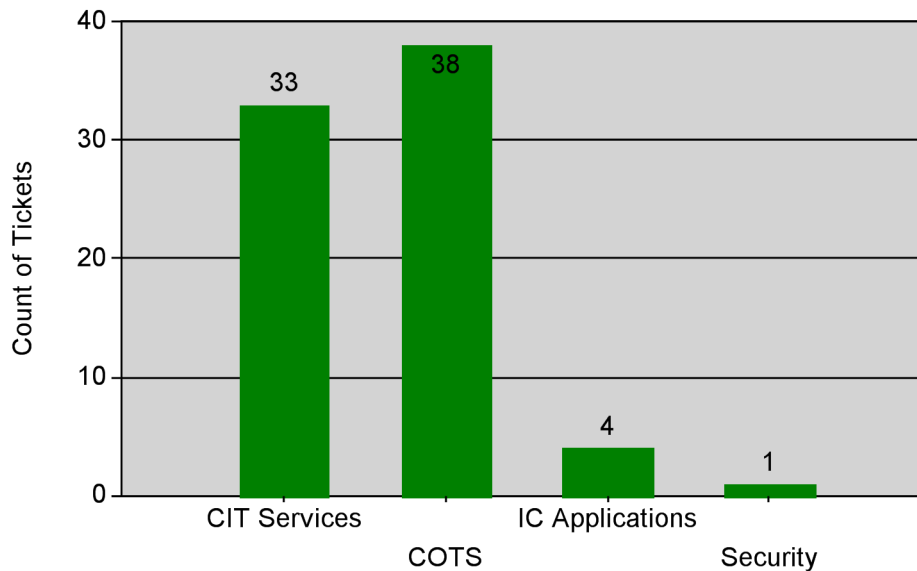
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Tickets By Category Summary

For BHPR

Total tickets: 76



BHPR	76
CIT Services	33
Accounts	11
Back Office Support	7
CIT Categories	1
Email	12
General Information	1
Wireless Services	1
COTS	38
Application Support	17
Hardware	21
IC Applications	4
CC Technical Operations	1
Web Site Issue (non-CIT)	3

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Security	1
Security	1

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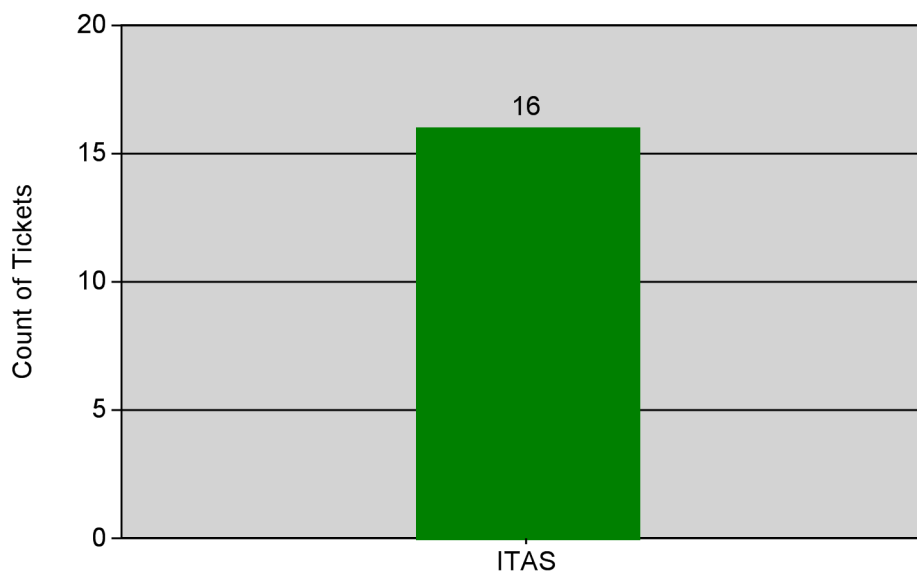
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Tickets By Category Summary

For CDRH

Total tickets: 16



CDRH	16
ITAS	16
ITAS	16

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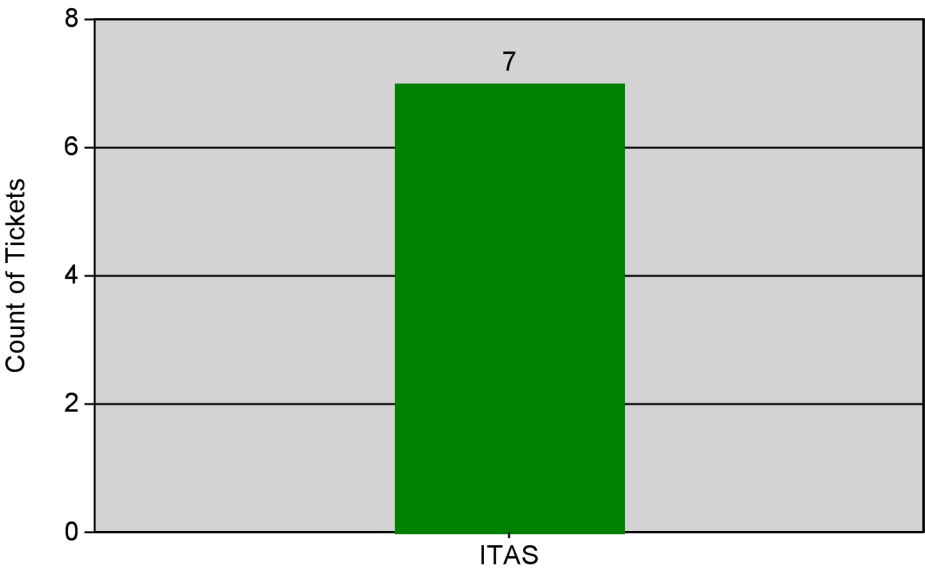
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Tickets By Category Summary

For CFSAN

Total tickets: 7



CFSAN	7
ITAS	7
ITAS	7

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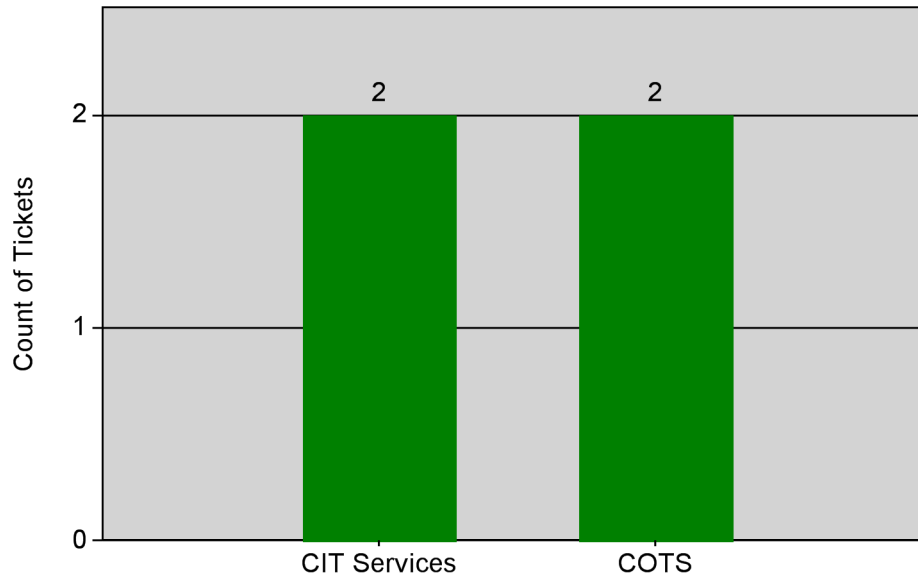
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Tickets By Category Summary

For CQ

Total tickets: 4



CQ	4
CIT Services	2
Email	2
COTS	2
Application Support	1
Hardware	1

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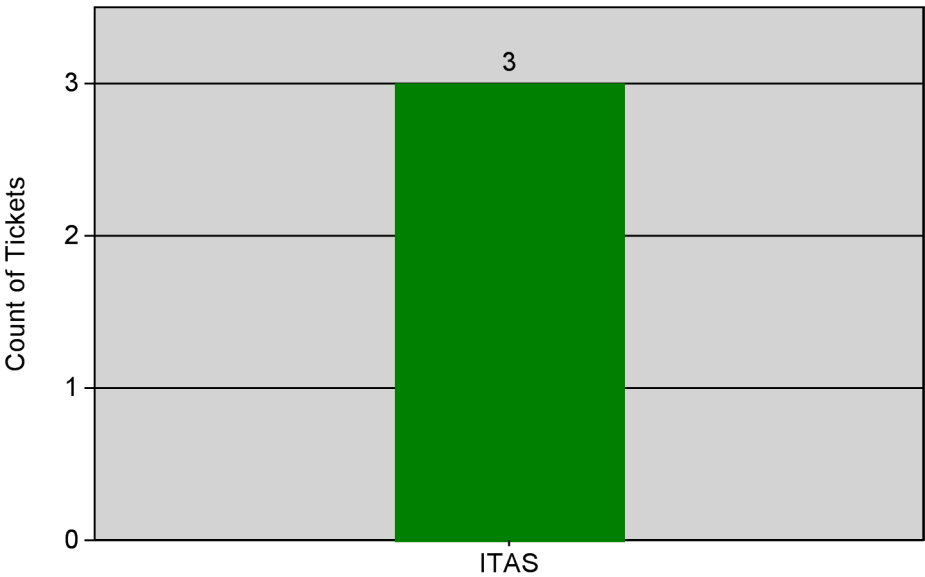
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Tickets By Category Summary

For CVM

Total tickets: 3



CVM	3
ITAS	3
ITAS	3

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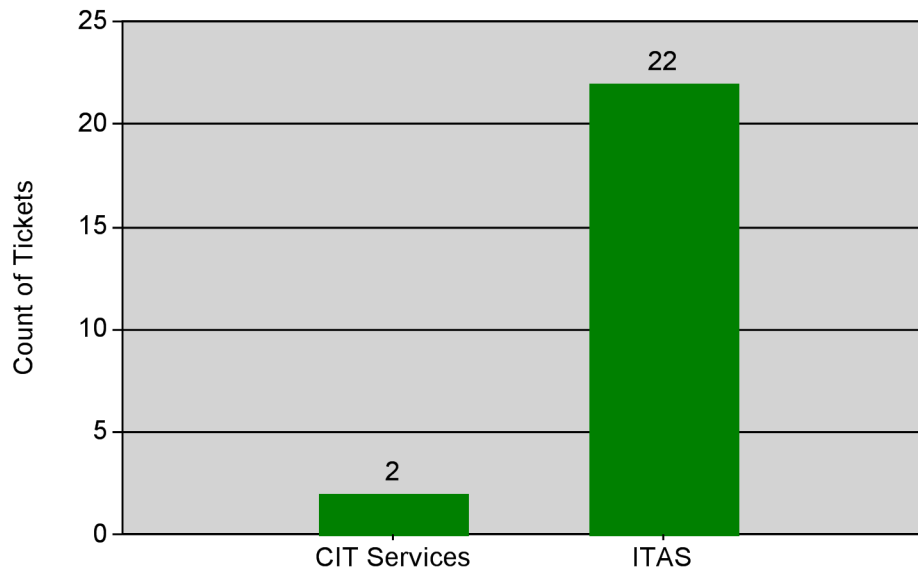
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Tickets By Category Summary

For FDA-OC

Total tickets: 24



FDA-OC	24
CIT Services	2
Accounts	1
CIT Categories	1
ITAS	22
ITAS	22

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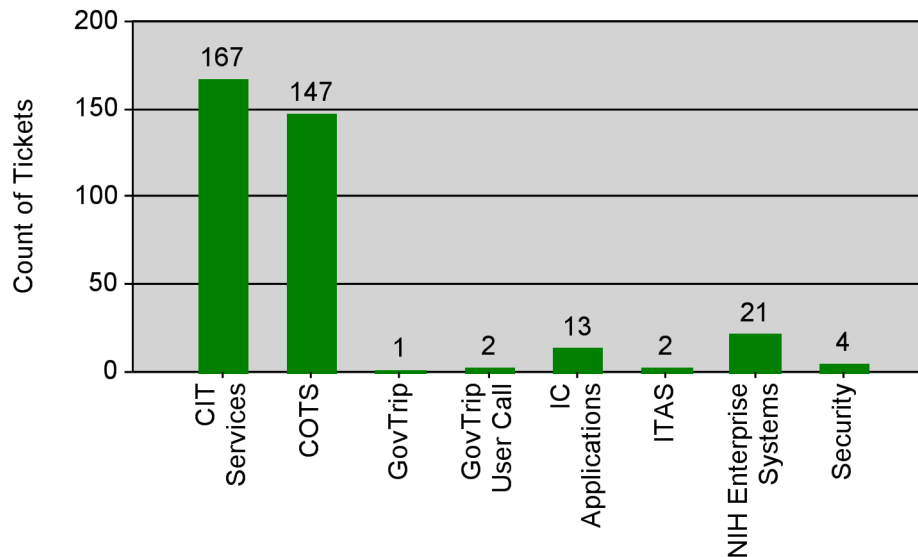
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Tickets By Category Summary

For HHS

Total tickets: 357



HHS	357
CIT Services	167
Accounts	73
Back Office Support	31
Conference Room Support-Equipment Setup	2
Connectivity	4
Email	39
General Information	6
iSDP/Software Distribution	1
Wireless Services	11
COTS	147
Application Support	71
Hardware	76
GovTrip	1
GovTrip	1

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GovTrip User Call	2
GovTrip User Call	2
IC Applications	13
CC Technical Operations	2
Local LAN	3
Web Site Issue (non-CIT)	8
ITAS	2
ITAS	2
NIH Enterprise Systems	21
ADB	1
eRA-DB	4
eRA-Grants Management	3
eRA-IMPAC II	4
eRA-Infrastructure	2
eRA-Referral and Review	1
NBS-User Call	1
NED	4
NIH Services	1
Security	4
Anti Virus SW	2
Security	2

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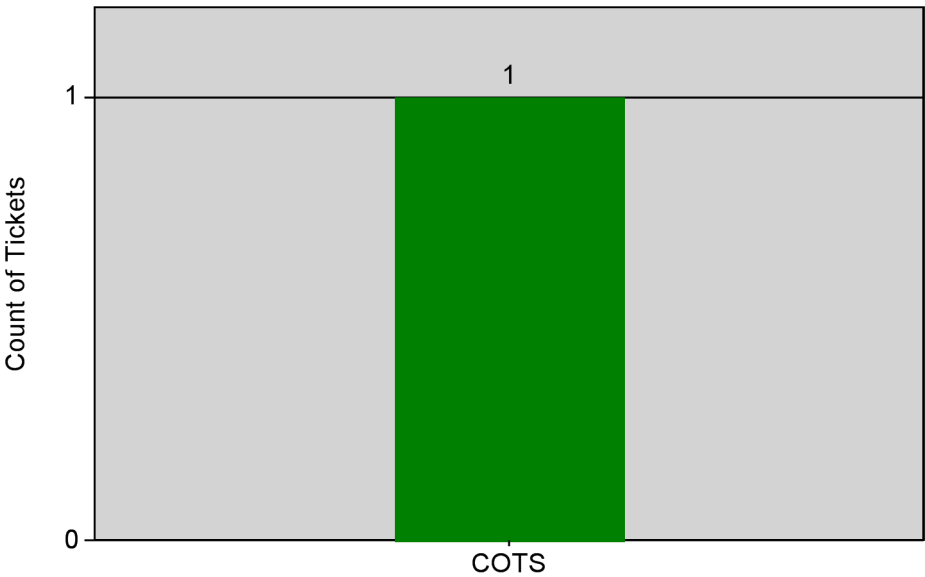


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Tickets By Category Summary
For HRSA-OC

Total tickets: 1



HRSA-OC	1
COTS	1
Hardware	1

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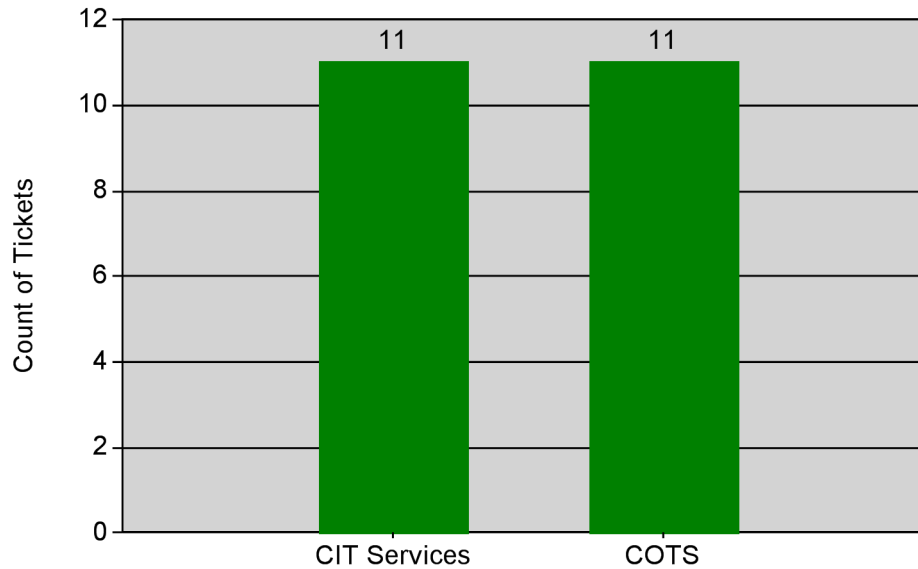
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Tickets By Category Summary

For HSB

Total tickets: 22



HSB	22
CIT Services	11
Accounts	3
Back Office Support	1
Email	7
COTS	11
Application Support	6
Hardware	5

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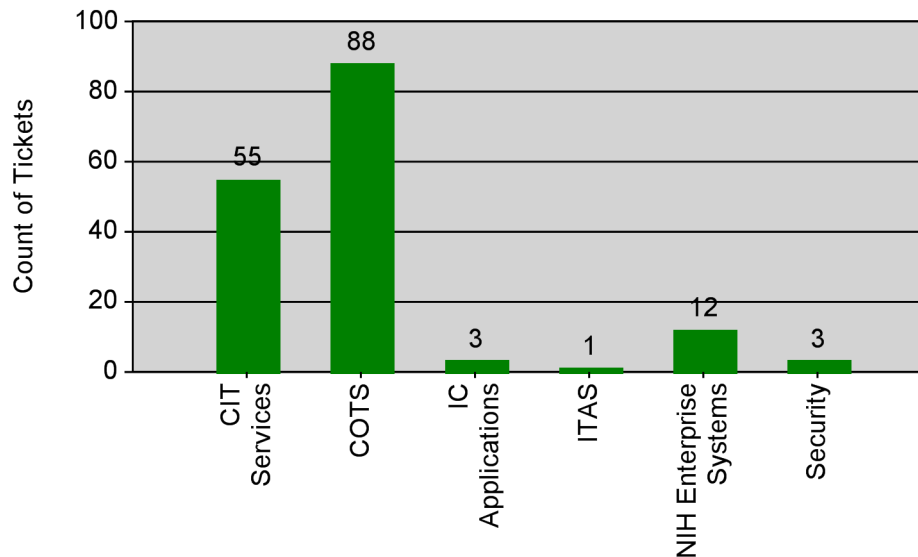
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Tickets By Category Summary

For NINR

Total tickets: 162



NINR	162
CIT Services	55
Accounts	19
Back Office Support	13
CIT Categories	1
Connectivity	3
Email	5
General Information	10
Wireless Services	4
COTS	88
Application Support	50
Hardware	38
IC Applications	3
Local LAN	3

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ITAS	1
ITAS	1
NIH Enterprise Systems	12
eRA-External	1
NBS-User Call	7
NED	3
NIH Data Warehouse	1
Security	3
Anti Virus SW	1
Security	2

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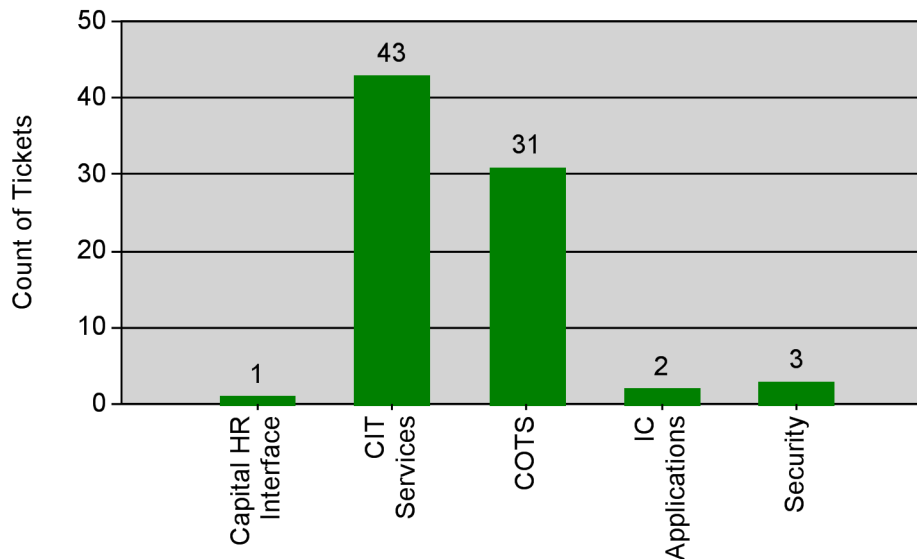
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Tickets By Category Summary

For OFAM

Total tickets: 80



OFAM	80
Capital HR Interface	1
Capital HR Interface	1
CIT Services	43
Accounts	21
Back Office Support	5
CIT Categories	1
Email	10
General Information	3
Training	1
Wireless Services	2
COTS	31
Application Support	5
Hardware	26

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IC Applications	2
CC Clinical Applications	1
Web Site Issue (non-CIT)	1
Security	3
Anti Virus SW	1
Security	2

Non NIH Tickets - By Category and Organization



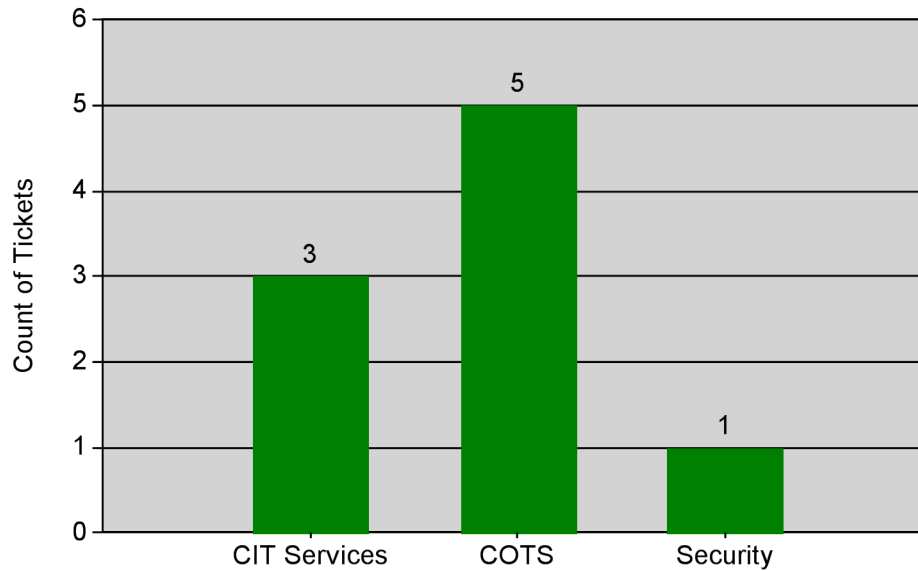
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Tickets By Category Summary

For OFM

Total tickets: 9



OFM	9
CIT Services	3
Email	3
COTS	5
Application Support	2
Hardware	3
Security	1
Security	1

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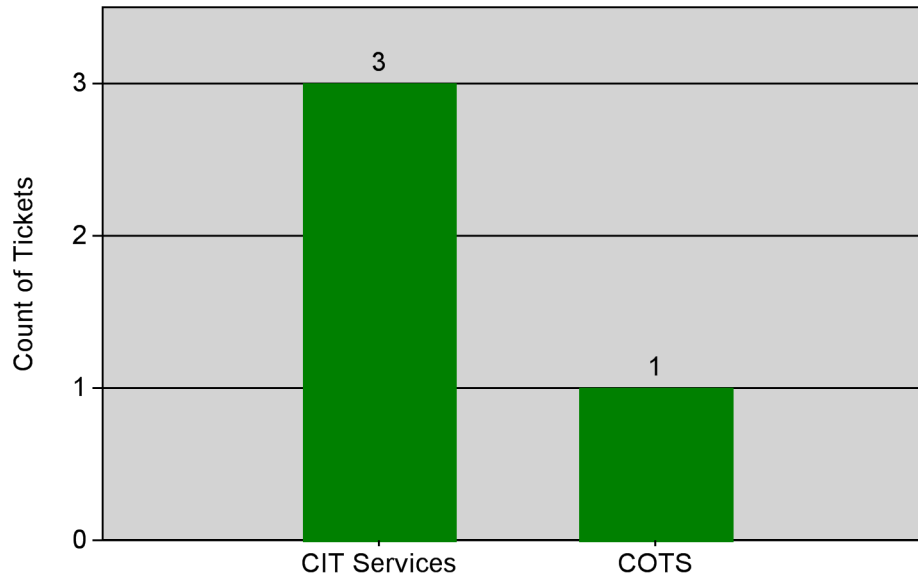
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Tickets By Category Summary

For OHIT

Total tickets: 4



OHIT	4
CIT Services	3
Accounts	1
Email	2
COTS	1
Application Support	1

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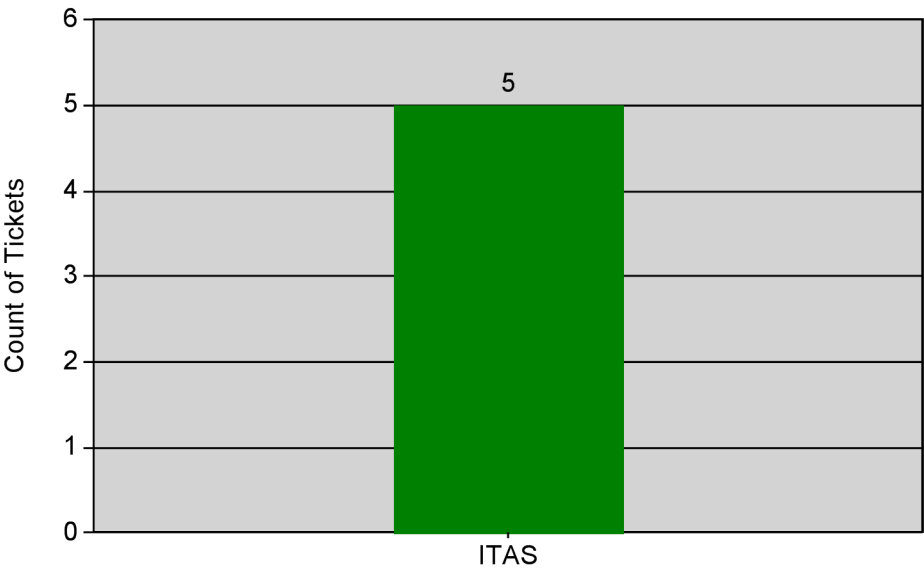
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Tickets By Category Summary

For OIM

Total tickets: 5



OIM	5
ITAS	5
ITAS	5

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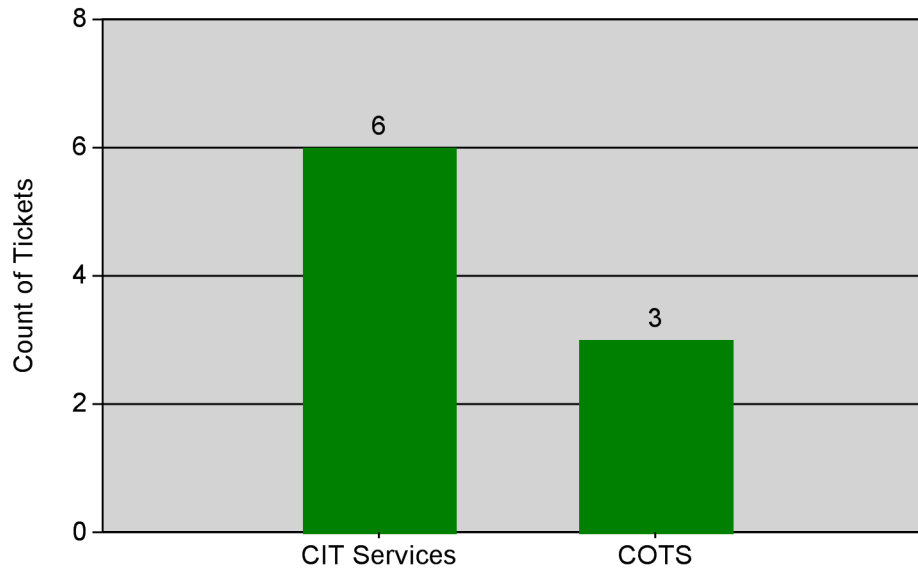
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Tickets By Category Summary

For OM

Total tickets: 9



OM	9
CIT Services	6
Accounts	2
Back Office Support	2
Email	2
COTS	3
Application Support	1
Hardware	2

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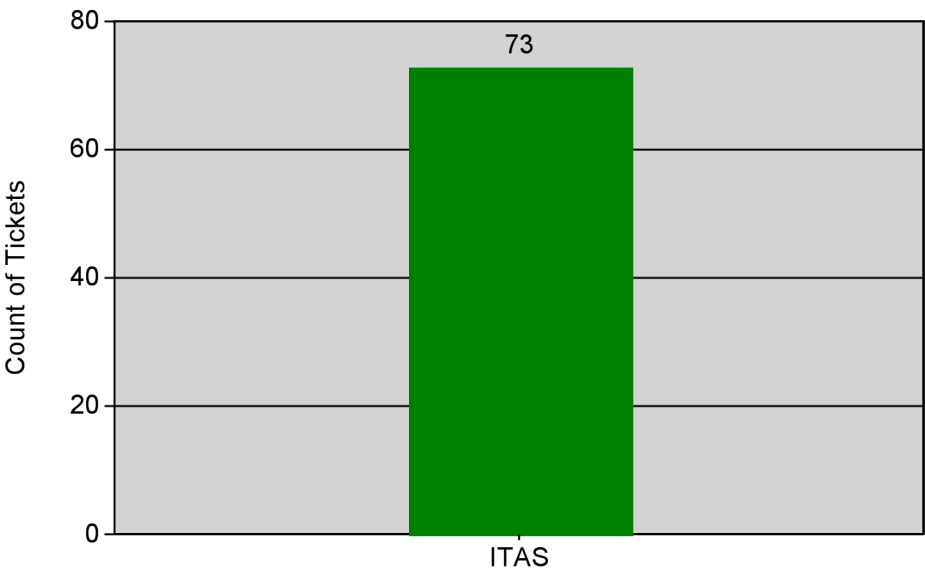


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Tickets By Category Summary
For ORA

Total tickets: 73



ORA	73
ITAS	73
ITAS	73

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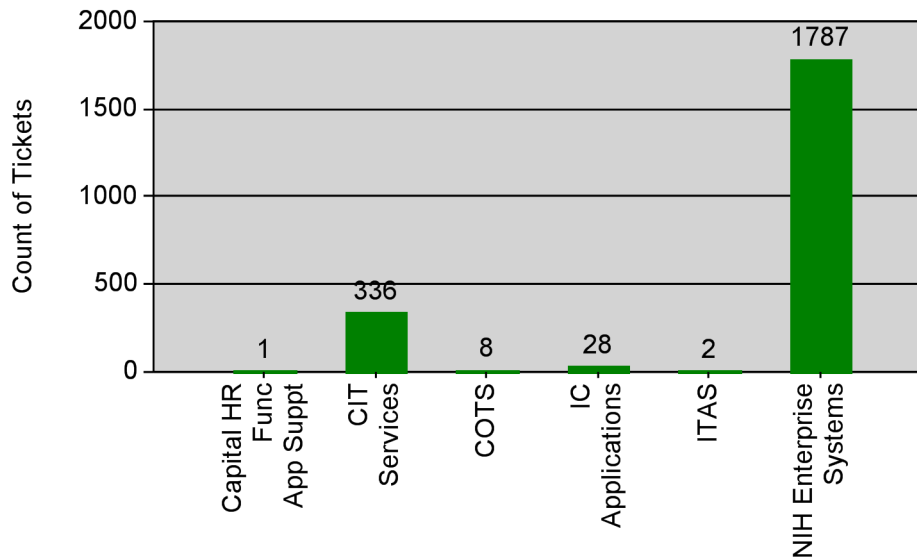
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Tickets By Category Summary

For OTHER

Total tickets: 2162



OTHER	2162
Capital HR Func App Suppt	1
Capital HR Func App Suppt	1
CIT Services	336
Accounts	210
Back Office Support	4
CIT Categories	32
Connectivity	2
Email	7
General Information	68
Helix Support	1
NIHnet	1
Pubs	1
Telecommunications	3

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Training	1
Video	3
Wireless Services	3
COTS	8
Application Support	6
Hardware	2
IC Applications	28
CC Clinical Applications	2
E-Grants	2
Local LAN	2
Web Site Issue (non-CIT)	22
ITAS	2
ITAS	2
NIH Enterprise Systems	1787
eRA-COMMONS	1019
eRA-DB	5
eRA-External	678
eRA-Grants Management	18
eRA-IMPAC II	6
eRA-Infrastructure	7
eRA-Partnership Issues	5
eRA-Referral and Review	32
eRA-Reporting	1
eRA-UAT	11
NED	1
NIH Services	4

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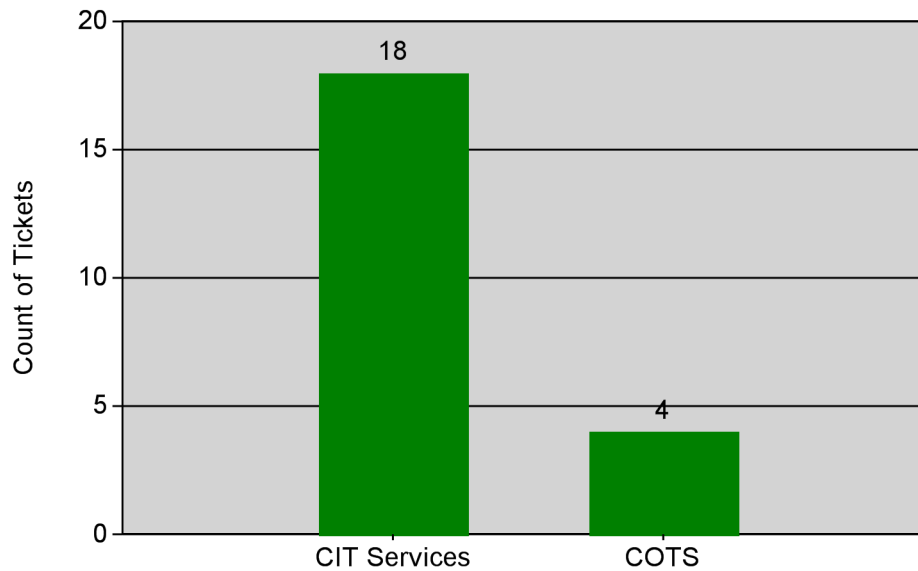
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Tickets By Category Summary

For Region

Total tickets: 22



Region	22
CIT Services	18
Accounts	10
Back Office Support	2
Connectivity	1
Email	3
General Information	1
Wireless Services	1
COTS	4
Application Support	2
Hardware	2

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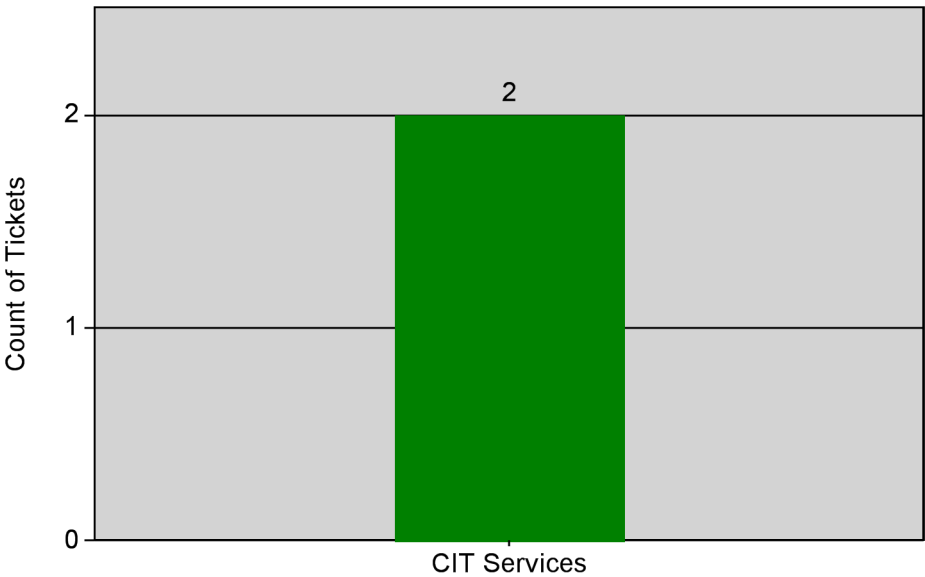
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Tickets By Category Summary

For VA

Total tickets: 2



VA	2
CIT Services	2
Accounts	2